

From: Petre, Lori
Sent: Monday, January 24, 2005 3:52 PM
To: Al Kamarauskas (E-mail); Andy Smith; Anne Romer (MCP secondary) (E-mail); Art Schenkman (MCP primary) (E-mail); b down ; b nelson; b ptak; Becky Ducharme (Yavapai LTC secondary) (E-mail); Bill Duncan (E-mail); Brian Heise (DHS/CRS primary) (E-mail); C. J. Major (DHS/BHS primary) (E-mail); charles renews; Dave Abraham (E-mail); David Gardner (E-mail); David Soderberg (Yavapai LTC primary) (E-mail); Ethan Schweppe (HC AZ secondary) (E-mail); Grace Palmer (Pinal LTC secondary) (E-mail); Greg Lucas (E-mail); Healthcare Systems Development (Pinal/Cochise LTC primary) (E-mail); Herb Woo (Care1st primary) (E-mail); Jack Corcoran (Cigna primary) (E-mail); Jack Holstrom; Jeannie Harmon (E-mail); jessica lennick (HCA); JoAnn Ward (E-mail); John Valentino (UFC primary) (E-mail); Kathleen Oestreich (UFC secondary) (E-mail); Kathy Steiner (UFC); Lucy Markov (IPA secondary) (E-mail); m humphrey; Major Williams; Marcella Gonzalez (E-mail); Mark Hart (Pima HP primary) (E-mail); Marlene Peek; Melanee Jones; Michael Flynn; Mike Uchirin (HCAZ primary) (E-mail); Nancy Ferguson (E-mail); Russell Johnson (NEAZ primary) (E-mail); s whipple; Sean Stepp (E-mail); Sharon Zamora (IPA secondary) (E-mail); Stan Hime (DES/CMDP secondary) (E-mail); Steven Iles (Evercare); Sue Speicher (Cochise LTC secondary) (E-mail); Susan Murphy (E-mail); Susan Ross (DHS/BHS secondary) (E-mail); Todd Armour (NEAZ secondary) (E-mail); walter janzen; Wayne Foster
Cc: Koch, Dennis; McDaniel, Mary Kay
Subject: FW: Customer Support Ticket #90764 Created by JHC
[Please let me know, by COB Friday, if anyone has a problem with our implementing this change.](#)
[Thank you for your inputs.](#)

-----Original Message-----

From: Swier, Darrin
Sent: Tuesday, January 18, 2005 3:30 PM
To: Petre, Lori
Cc: Koch, Dennis; Swier, Darrin
Subject: FW: Customer Support Ticket #90764 Created by JHC

Hi Lori - below is the documentation I received for the Action Type code changes, and a brief description of the resolution that we discussed in this morning's meeting. This is a change only to Arizona's 834 process. HI's mapping process is correct and does not need changes.

In order to resolve the issue a table change will need to be made to P:\mercapp\resource\AZACTIONREASONCD, for Arizona's 834 process.

Detailed Description:

Action Code "AE" appears as an action type of "A - Add" rather than "D - Delete".

Currently Incorrect:
A|AE|28

Will need to change to:
D|AE|07

Also, an update to system documentation will need to be made:

- 1.) AZ and HI Companion Document for the 834 process, to reflect the Action Code and Action Types to maintenance reason code matrix.
- 2.) Example documents should also be reviewed for correctness.

Please let me know if you have any questions.

Thanks,

Darrin (x74028)

-----Original Message-----

From: Koch, Dennis
Sent: Monday, January 10, 2005 10:54 AM
To: Swier, Darrin
Subject: FW: Customer Support Ticket #90764 Created by JHC

Darrin,

Here's a ticket for review.

Dennis

-----Original Message-----

From: ISD Customer Support
Sent: Friday, December 03, 2004 4:13 PM
To: Koch, Dennis
Cc: ISD Customer Support; McDaniel, Mary Kay; Archunde, John
Subject: Customer Support Ticket #90764 Created by JHC

Attached is a copy of ticket #90764, created on 12/3/2004 4:08:02 PM for Mary Kay McDaniel. If you refer this issue to another person to resolve, please advise ISD Customer Support so we can reassign the ticket to the correct team.

After you have resolved the issue and the customer is satisfied, please reply back to ISD Customer Support with the date and a detailed description of the resolution. Thanks!

===== Start of Ticket =====
Support Ticket Number 90764 (created by Jason Chouinard)

Client Information:

Name: Mary Kay McDaniel
Phone: (602) 417-4307, extension 74307
Location: 801, Mail Drop: 2800
Employee Title: Consultant, Division: ISD/Applications

Item Information:

Bar Code: 018531, Model:P4
Serial #: TSC-357899 (TRANSOURCE PENTIUM 4 1.7G)

Problem:

Arizona 834
Hawaii 834

Assign to: Dennis Koch
Needs to be done soon!!

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Problem:

Arizona: 834 transactions are being sent to plans with blank maintenance code reason types [INS04]. Plans do not know what to do with the transaction.

Companion Document indicates the transaction should be an add with a maintenance code reason code of "28 - Initial Enrollment". This does not make sense the Action Code = "AE" Applied for New Eligibility.

Hawaii:

The 834 Transaction is correct [there was never a crosswalk created between the action type of "AE - Applied for New Eligibility" and the 834 Maintenance Reason Codes [INS04]. The Companion Document is incorrect, indicates that an AE Action Code will translate into an Add rather than a Disenroll. Could cause confusion.

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Need modification to Mercator Action Type and Action Code to 834 Maintenance Reason Code Table for both Arizona and Hawaii.

Action Code "AE" appears as an action type of "A - Add" rather than "D - Delete".
for example:

P:\mercapp\resource\AZACTIONREASONCD:

Line 2:

A|AE|28

This should be:

D|AE|07

For Hawaii it should be:

D|AE| [blank]

Requires changes to documentation:

Companion Document for both states

Action Code and Action Types to Maintenance Reason Code Matrix

===== End of Ticket =====

If you have any questions, please contact ISD Customer Support at (602) 417-4451.

ISD Customer Support

isd_cust_supp@ahcccs.state.az.us <mailto:isd_cust_supp@ahcccs.state.az.us>